

Dr. Terrance Gomes, President  
Roxbury Community College  
1234 Columbus Ave.  
Roxbury, MA 02120  
May 7, 2009

Dear President Gomes,

On May 7<sup>th</sup>, the RCC Chapter of the Massachusetts Community College Council (MCCC), having achieved a quorum, held a vote of no confidence in the manager of IT resources, Patrick Jean-Louis. The resolution was passed unanimously except for three abstentions.

The reasons for this vote are:

- Lack of participation in the Massachusetts College On Line
- Ongoing problems and misinformation regarding the installation of the Emergency Notification System
- The crash of the system servers and failure for a State mandated back up system and tests
- Lack of classroom media-assisted teaching technology and support
- Lack of staff, student, faculty support and training in MyRCC, Jenzabar, and college email and accurate data input for full functionality
- Lack of a staffed and functioning IT support system via email, walk-in, phone or other
- Constant interruptions, failures, lack of updating, and service in all previous mentioned areas

We believe that the Office of Information Technology Services works most effectively when it is overseen by an individual that acts in a manner that is consistent with the best interests of the entire College community. His or her commitment to serving our students, faculty, professional staff and any other stakeholders in the College community must be the top priority. The lack of a visible commitment to properly equipped and serviced classrooms, student, faculty, and staff services and training, and communication in maintaining present services and the development of future services has been extremely discouraging and detrimental to our college and its mission.

Until the present time, our members have been understanding, respectful, and extremely patient in regards to reasonable expectations of the Information Technology Office and its manager. But lack of any true progress, service, and college-wide communication, has exhausted that patience and forced our members to take this vote of no confidence.

Respectfully,

The Membership of the RCC Chapter of the  
Massachusetts Community Council Union

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Charlotte Belezos

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Jim McDonagh

Co-President

Co-President

C: Patrick Jean-Louis, Chief Technology Officer

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